



Docket No.: 2950P053

#8
PMB
5-7-04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

ROBERT H. JOYCE, ET AL.

Application No.: 09/604,199

Filed: June 27, 2000

For: **SYSTEM AND METHOD FOR AUTOMATED
AND CUSTOMIZABLE AGENT
AVAILABILITY AND TASK ASSIGNMENT
MANAGEMENT**

Art Group: 2157

Examiner: Jacobs, Lashonda T.

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APR 27 2004

Technology Center 2100

PETITION FOR EXTENSION OF TIME PURSUANT TO 37 C.F.R. § 1.136(a)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F. R. § 1.136(a), Applicants for the above-identified application respectfully Petition the Commissioner for a one (1) month extension of time, extending the period for response to April 18, 2004, from the Final Office Action dated December 18, 2003. The petition filing fee of \$110.00 and an Amendment and Response to Final Office Action Under 37 CFR 1.116 are attached.

If it should be determined that a longer extension of time is required to prevent this application from being abandoned, please charge any additional fees to Deposit Account No. 02-2666. A copy of the Fee Transmittal is enclosed for deposit account charging purposes.

Respectfully submitted,

Blakely, Sokoloff, Taylor & Zafman LLP

Date: 4/19/04

Mark R. Vatuone

Mark R. Vatuone, Reg. No. 53,719

12400 Wilshire Boulevard, 7th Floor
Los Angeles, CA 90025
Telephone: (408) 947-8200

CERTIFICATE OF MAILING/TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Vineta T. Tufono 4/19/04
Date

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